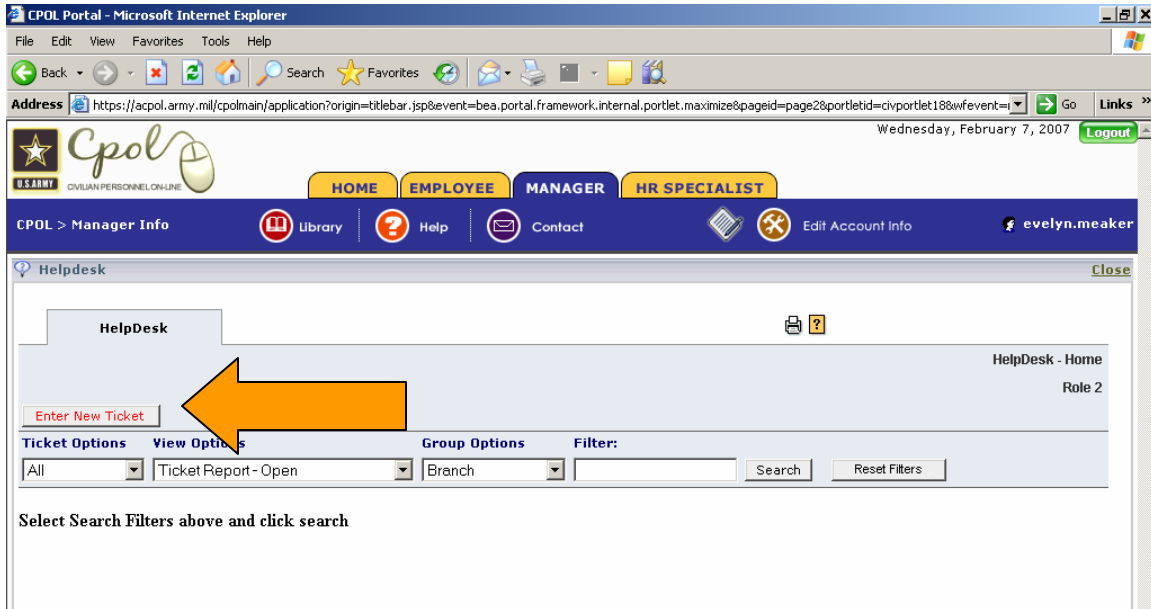
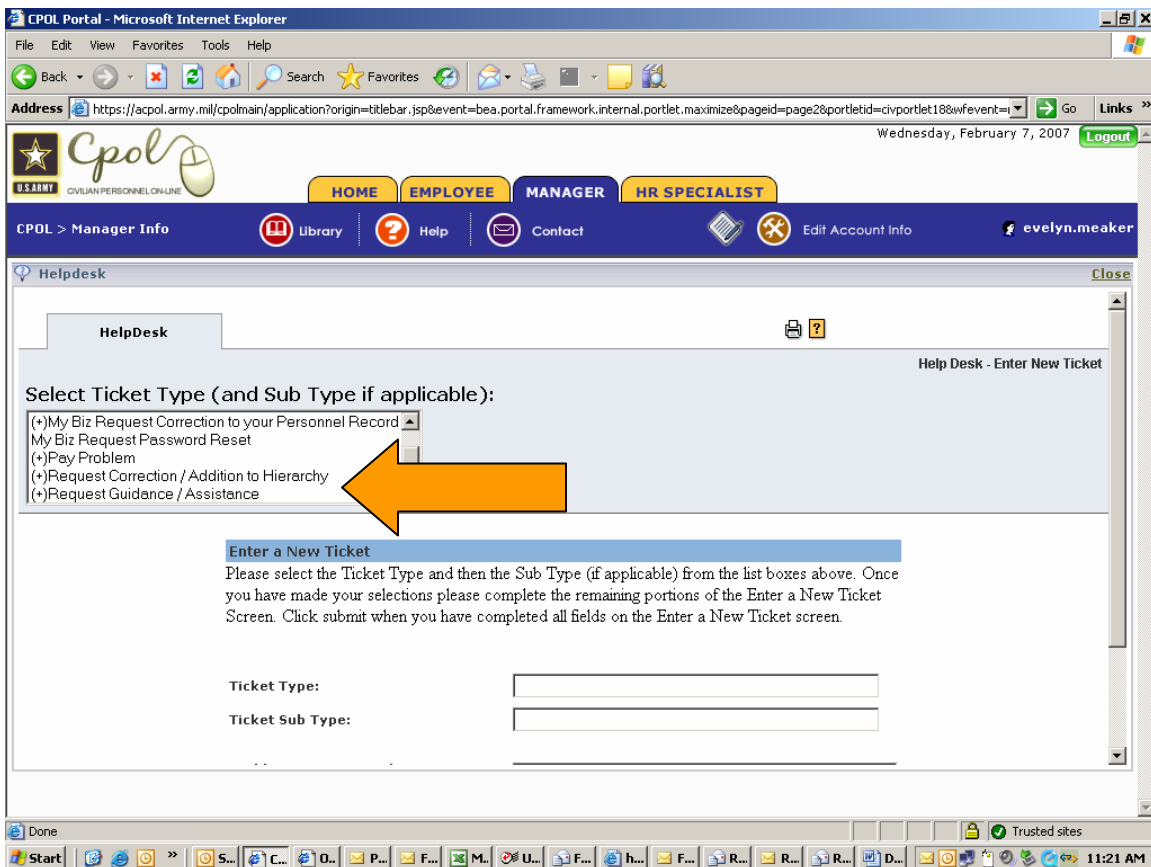


Instructions For Hierarchy Changes/Additions/Deletions When My Workplace Does Not Reflect Correct Employees

1. Login to Portal
 - Click on Manager Tab
 - Click on Helpdesk
 - Click on Enter New Ticket



2. Under Select Ticket Type, scroll down to Request Correction/Addition to Hierarchy.



Instructions For Hierarchy Changes/Additions/Deletions When My Workplace Does Not Reflect Correct Employees

- Wait until Ticket Type populates, and then select (SSH) Correct/Add Hierarchy

CPOL > Manager Info

HOME EMPLOYEE MANAGER HR SPECIALIST

Library Help Contact Edit Account Info evelyn.meaker

Helpdesk

Help Desk - Enter New Ticket

Select Ticket Type (and Sub Type if applicable):

(+)DEERS Problem
(+)My Biz
(+)My Biz Request Correction to your Personnel Record
My Biz Request Password Reset
(+)Pay Problem

(SSH) Correct/Add Hierarchy

Enter a New Ticket

Please select the Ticket Type and then the Sub Type (if applicable) from the list you have made your selections please complete the remaining portions of the Screen. Click submit when you have completed all fields on the Enter a New Ticket screen.

Ticket Type: Request Correction / Addition to Hierarchy

Ticket Sub Type:

- Enter what needs to be fixed in the problem description and click on submit.

CPOL Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: https://cpol.army.mil/cpolmain/application?origin=titlebar.jsp&event=bea.portal.framework.internal.portlet.maximize&pageid=page2&portletid=civportlet18&wfevent=...

Wednesday, February 7, 2007 Logout

CPOL > Manager Info

HOME EMPLOYEE MANAGER HR SPECIALIST

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Helpdesk

My Biz Request Password Reset
(+)Pay Problem

Enter a New Ticket

Please select the Ticket Type and then the Sub Type (if applicable) from the list boxes above. Once you have made your selections please complete the remaining portions of the Enter a New Ticket Screen. Click submit when you have completed all fields on the Enter a New Ticket screen.

SSN(Encrypted) - Do not use spaces or hyphens in SSN 4051342F41014 Pick Employee

Ticket Type: Request Correction / Addition to Hierarchy

Ticket Sub Type: (SSH) Correct/Add Hierarchy

Problem Description: (Limit 2000 Characters)

Submit Cancel

Instructions For Hierarchy Changes/Additions/Deletions When My Workplace Does Not Reflect Correct Employees

5. Confirmation of your submission is indicated by the tracking number that appears.

CPOL Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://cpol.army.mil/cpolmain/application?origin=titlebar.jsp&event=bea.portal.framework.internal.portlet.maximize&pageid=page2&portletid=civportlet18&wfevent=...> Go Links

CPOL CIVILIAN PERSONNEL ONLINE

HOME EMPLOYEE MANAGER HR SPECIALIST

CPOL > Manager Info Library Help Contact Edit Account Info evelyn.meaker

Helpdesk Close

HelpDesk

Select Ticket Type (and Sub Type if applicable):

(+)DEERS Problem
(+)My Biz
(+)My Biz Request Correction to your Personnel Record
My Biz Request Password Reset
(+)Pay Problem

New ticket inserted, tracking number is 8...

Enter a New Ticket

Please select the Ticket Type and then the Sub Type (if applicable) from the list boxes above. Once you have made your selections please complete the remaining portions of the Enter a New Ticket Screen. Click submit when you have completed all fields on the Enter a New Ticket screen.

Ticket Type:

Ticket Sub Type:

6. Click on CLOSE to return to PORTAL MANAGER screen.

TRACK THE STATUS OF YOUR HELPDESK TICKETS:

1...To track the ticket to check status, return THE MANAGER tab in PORTAL and click on HELPDESK.

2. The second dropdown is the **View Options** Dropdown. The View Options Dropdown controls what you will be able to do with the tickets you see.

Select: View Tickets You Created – Open

This option will display all tickets that you have entered and that are currently open.

If you do not see the ticket you created it may already have been processed.

To view click on: View Tickets You Created – Closed

This option will display all tickets that you have entered and that are currently closed.

3. Once the ticket is closed you should log into My Workplace to verify that you are now able to access the correct employees.